TITLE: Helpdesk System And Method
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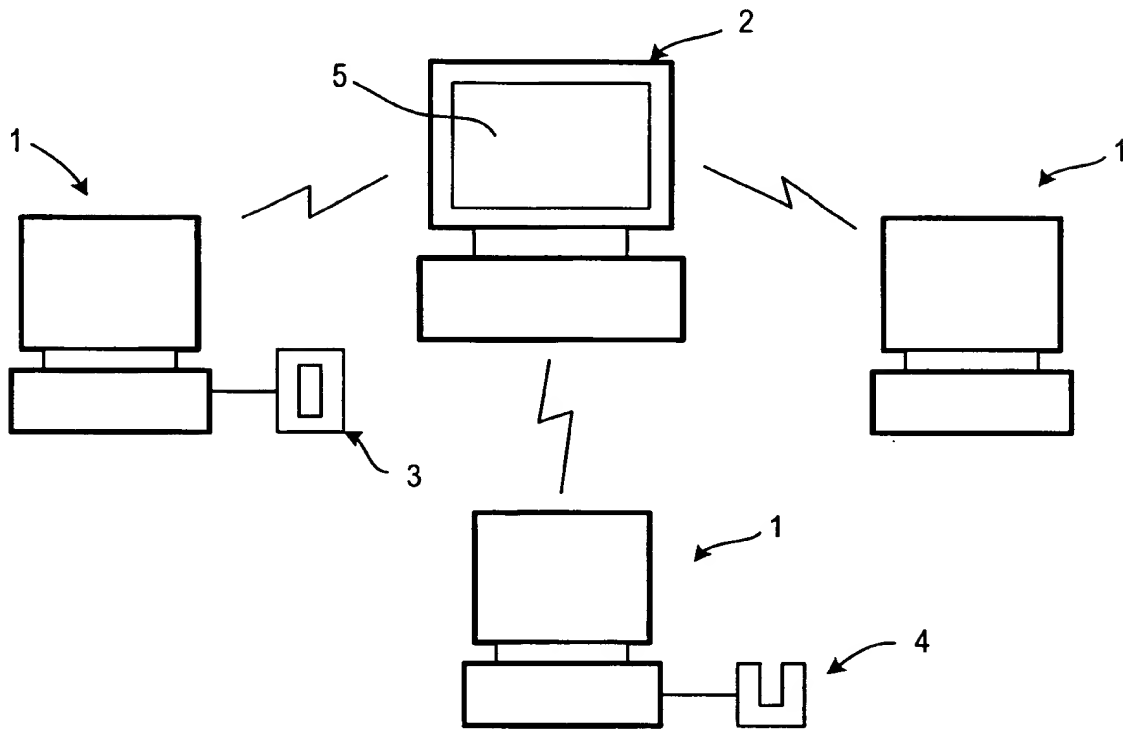

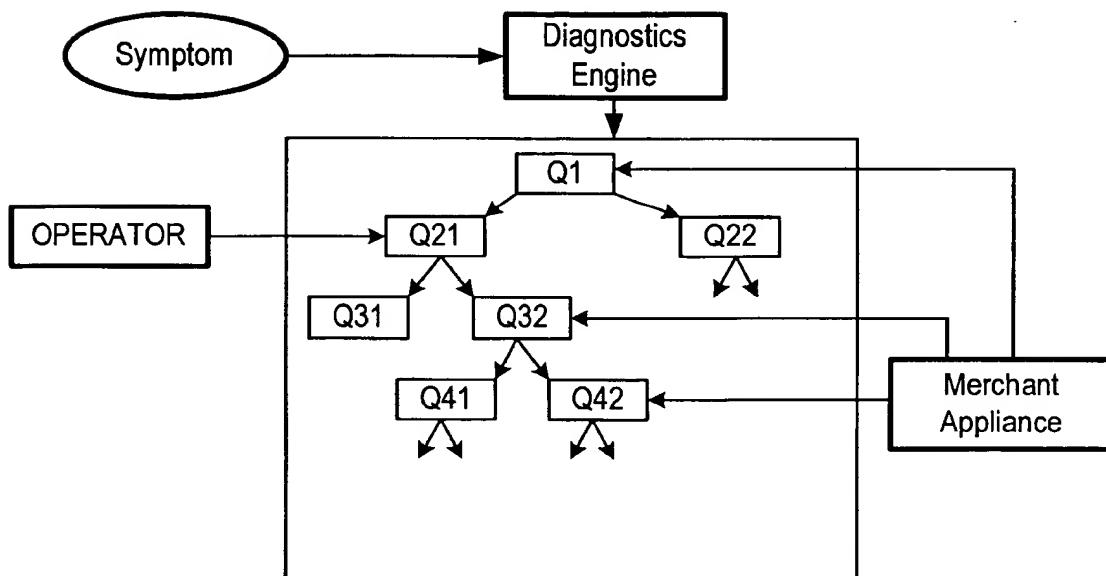**Fig. 1**

Symptom → Diagnostics Engine

Q1

OPERATOR → Q21   Q22

Q31   Q32

Q41   Q42

Merchant Appliance

Fig. 2

Host Communication Problem	✕

Is Hostphone number on terminal same as the one configured in the Helpdesk system?

Execute Query

Clicking on "Execute Query" gathers the required data from the terminal executes the diagnostic rule and displays the results below.

Result

Next	Exit

Fig. 3

Host Communication Problem	✕

Was the Host communication through external modem?

◉ Yes

◯ No

Next	Exit

Fig. 4